



Technical Services

FAX# 574-825-0821

To:	Judy Taylor	Fax:	(202) 365-7882
From:	David VanderMolen	Date:	March 30, 2004
Phone:	574-825-0808 ext. 3787	Pages:	Unknown
CC:	Recall file		

☒ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

Judy

Here are the final documents for the recall 04V-030. Attached are the owner/dealer letters and instruction sheets as required.

David C. VanderMolen
Jayco After Market Services
Technical Research Liaison

903 South Main :P.O. Box 460: Middlebury, IN 46540 (219)825-0608



RECALL

#04V 030

	Wire harness exposure to exhaust heat		
	A	B	C
	2002-2003 Firenze Type A with Ford Chassis	2002-2003 Firenze Type A with Workhorse Chassis	2002-2003 AVATAR Type A with Rear Radiator Freightliner Chassis
	Repair #1 - Reroute wire harness		
	Repair #2 - Replace wire loom cover and reroute wire harness		
	Repair #3 - Replace wire, wire loom cover and reroute wire harness		
	See Applicable Repair Instructions		
	See Applicable Repair Instructions		
	See Applicable Repair Instructions		
	* All ST times require an authorization prior to repairs being made. Call for assistance and estimate prior to completing work.		
	See Applicable Repair Instructions		
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Firenza Ford Chassis

	Wire harness exposure to exhaust heat.
	2002-2003 Firenza Type A on Ford Chassis
	Repair #1 - Reroute wire harness Repair #2 - Replace wire loom cover and reroute wire harness Repair #3 - Replace wire, wire loom cover and reroute wire harness
	Repair #1 - 9901049 Repair #2 - 9901050 Repair #3 - 9901051
	ZFORD
	Repair #1 - 1.0 hrs. Repair #2 - 5T* Repair #3 - 5T*
	0501714
	1 piece (6" x 24") precut insulation 6 rolls (3" x 50 yds.) foil tape 3' split wire loom cover 4 metal cable ties 10 vinyl coated clamps Instruction Sheet
	Miscellaneous 1" Screws Electrical Tape
	Side cutters, utility knife



CAUTION: Properly chock the wheels, apply the parking brake and support the vehicle before repairs are started.

Instructions



NOTE: REMOVE THE GROUND WIRE FROM THE BATTERY(IES) GROUND TERMINAL TO PREVENT SHORTING.

1. Remove the plastic cable ties (Fig. 1) from the passenger side frame rail from the exhaust manifold back to the tail end of the transmission.



Fig. 1

2. Move the wires from inside the frame rail and reposition them outside of the frame rail from the transmission forward of the engine. (Fig. 2)
3. Inspect the wire harness cover for any distortion caused by heat from the exhaust manifold. If no damage is discovered, proceed to step #6.

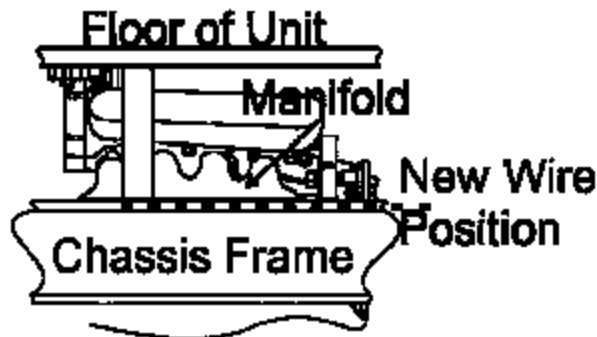


Fig. 2

N NOTE: If damaged wire harness cover, and possible wire damage, is discovered, consult with your Jayco customer service representative before continuing with this repair.

4. If the wire harness cover is damaged, inspect the wires inside the cover for signs of damage. Damaged sections of wiring must be replaced. If the wires are not damaged, continue with the next step.
5. Remove the damaged section of the wire harness cover and replace it with a section of the cover supplied in the parts kit. Use electrical tape to secure the replaced cover to the wire harness cover.

N NOTE: All replacement wiring must have insulation ratings of at least 125°F/176°C. Heat shrink butt splices (or un-insulated butt splices with separately installed shrink tube insulation) may be used to repair wires ranging in size from 18 to 4 gauge, if the proper crimp tool is used. Damaged wires, 2 gauge and larger, must be completely replaced. Contact Jayco customer service for assistance replacing this larger sized cable.

6. Peel the back from the pre-cut insulation. Wrap the existing wire harness along the manifold to insulate it from the manifold heat. Tape all the connecting and exposed insulation edges with foil tape.

7. Clamp the wire harness to the floor of the unit with the p-clamps provided. (Fig.3)
8. Wire tie the wire harness to the frame rail with metal ties to hold it in place from the transmission tail shaft back. (Fig.3)
9. Wrap any existing wires that run parallel with the exhaust manifold with foil tape to protect them from heat.

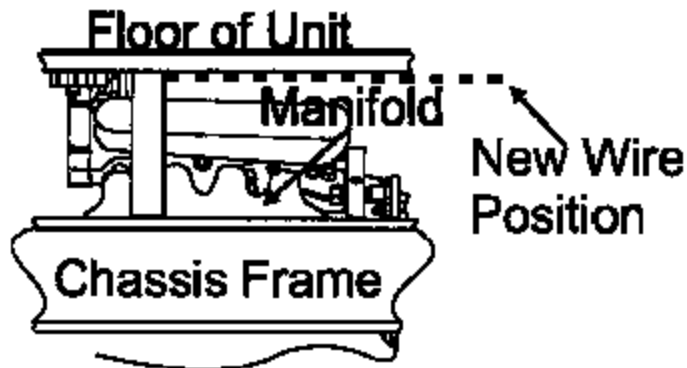
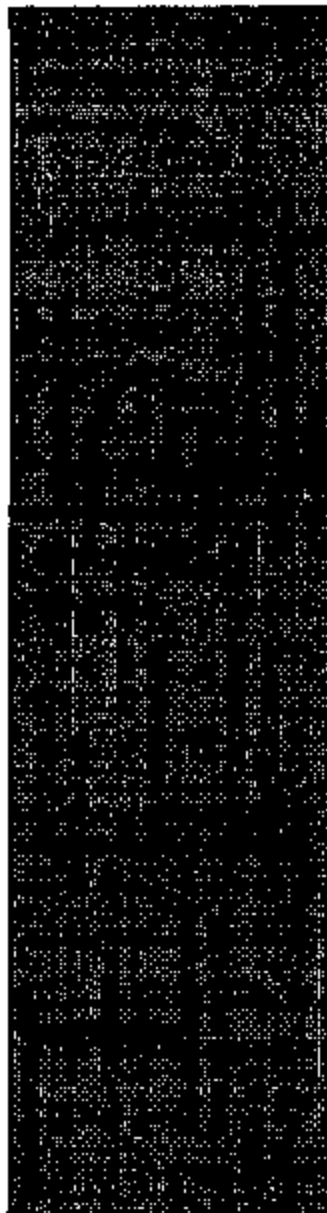


Fig.3

Firenza Workhorse Chassis

	Wire harness exposure to exhaust heat.
	2002-2003 Firenza Type A on Workhorse Chassis
	Repair #1 - Reroute wire harness Repair #2 - Replace wire loom cover and reroute wire harness Repair #3 - Replace wire, wire loom cover and reroute wire harness
	Repair #1 - 9901049 Repair #2 - 9901050 Repair #3 - 9901051
	ZWRKH
	Repair #1 - 1.5 hrs. Repair #2 - 5T* Repair #3 - 5T*
	0501650
	2 Heat Shields 2 pieces 8" x 12" precut insulation 2 pieces 12" x 12" precut insulation 10 rolls (3" x 50 yds.) Foli Tape 10 Metal Cable Ties 6 Plastic Cable Ties 2 feet Split Loom Cover Instruction Sheet
	Electrical Tape Lock-Itte 4-1/4" x 1" Bolts 4-1/4" Lock Washers 4-1/4" Flat Washers 4-1/4" Nuts
	Wire Cutters Utility Knife 1/4" Drill Bit Drill 7/16" Wrench 7/16" Socket - 3/8" Drive or equivalent with ratchet Side Cutters



CAUTION: Properly chock the wheels, apply the parking brake and support the vehicle before repairs are started.

Instructions

(N) NOTE: REMOVE THE GROUND WIRE FROM THE BATTERY(IES) GROUND TERMINAL TO PREVENT SHORTING.

1. Locate the white plastic cable tie that attaches the Jayco wire harness to the chassis frame rail.
2. Cut the white plastic cable tie and discard. (Fig 1)

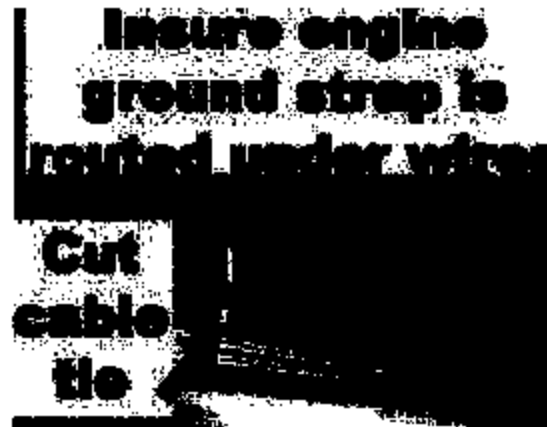


Fig. 1

(N) NOTE: If the Jayco main harness is routed under the engine ground strap remove the bolt to reroute the drivers side harness above the engine ground strap. Use the original bolt to reattach the engine ground strap to the original hole in the chassis frame rail.

3. Inspect the wire harness cover to see if there has been any distortion caused by heat from the exhaust manifold. If no damage is discovered, proceed to step #7.

(N) NOTE: If damaged wire harness cover, and possible wire damage, is discovered, consult with your Jayco customer service representative before continuing with this repair.

4. If the wire harness cover is damaged, inspect the wires inside the cover for signs of damage. Damaged sections of wiring must be replaced. If the wires are not damaged, continue with the next step.
5. Remove the damaged section of the wire harness cover and replace it with a section of the cover supplied in the parts kit. Use electrical tape to secure the replaced cover to the original wire harness cover.

(N) NOTE: All replacement wiring must have an insulation rating of at least 125°F/176°C. Heat shrink butt splices (or un-insulated butt splices with separately installed shrink tube insulation) may be used to repair wires ranging in size from 18 to 4 gauge, if the proper crimp tool is used.

Damaged wires, 2 gauge and larger, must be completely replaced. Contact Jayco customer service for assistance replacing this larger sized cable.

6. Utilizing the white plastic cable tie from the parts kit, attach the wire harness(es) to the top of the frame rail. Cut off the excess cable tie. (Fig. 2)

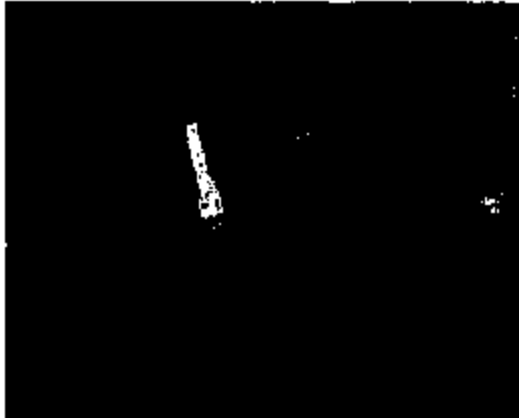


Fig. 2



Fig. 3

7. Peel the back from one 8 x 12" piece of foil insulation found in the parts kit. Attach it to the wire harness cover, making sure to extend it at least one inch (1") in front of the engine ground strap. (Fig 3 [A])
8. With the foil tape, tape all the exposed edges of the insulation. (Fig. 3[B])
9. Using a metal cable tie, attach the wire harness/insulation combination to the frame rail through the same hole as the plastic cable tie attached in step #6. Cut off excess. (Fig 4 [B])



CAUTION: A metal cable tie MUST be used for this step! DO NOT OVERTIGHTEN.

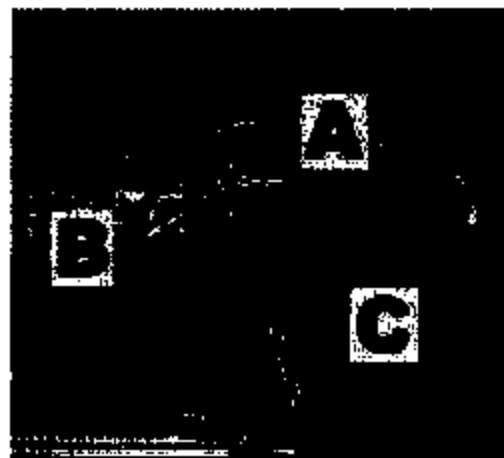


Fig. 4

10. Place the heat shield under the frame rail and hold it into place with clamps. The heat shield should be touching the engine ground strap for proper heat protection. (Fig 5)

(N) NOTE: Make sure the wire harness is protected from the drill bit while drilling. (Fig. 5)

11. Drill two (2) $\frac{1}{4}$ " holes approximately 2" from the ends of the heat shield bolt flange. (Fig. 5) Insert the bolts down through the frame and the heat shield. Apply lock tie to the bolt threads. Secure them in place with the nuts and washers supplied in the parts kit.

12. Remove the clamps. Inspect the harness to make sure it did not move during the drilling process. Confirm that the harness is properly supported in the engine compartment. Cable tie as needed.

13. Repeat steps 1-12 for the passenger side frame rail.

(N) NOTE: Use two or more metal cable ties on the passenger side. The 1-gauge to 2/0 gauge wire is not as flexible and needs to be tied securely to the frame rail.

14. Install two (2) of the 12" x 12" precut insulation pieces on the wire harness routed on top of the frame rail beside the exhaust manifold. Some cutting may be required. (Fig. 6)

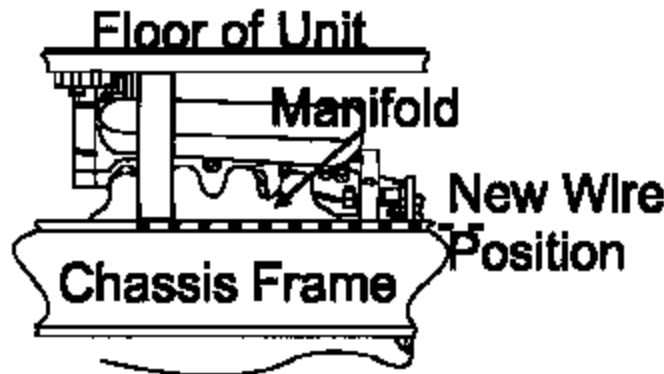



Fig. 6

15. Foil tape all exposed edges of the insulation and where the edges meet.



Fig. 5

AVATAR Freightliner Chassis

	Wire harness exposure to exhaust heat.
	2002-2003 AVATAR Type A on Rear Radiator Freightliner Chassis
	Repair #1 - Reroute wire harness Repair #2 - Replace wire loom cover and reroute wire harness Repair #3 - Replace wire, wire loom cover and reroute wire harness
	Repair #1 - 9901049 Repair #2 - 9901050 Repair #3 - 9901051
	ZDP
	Repair #1 - .5 hrs. Repair #2 - ST* Repair #3 - ST*
	0501715
	Heat shroud 4 metal cable ties 4 self-drilling screws Instruction Sheet
	Miscellaneous supports for bed platform and engine cover.
	Drop light Screw gun Square tip drill bit Side cutters



CAUTION: Properly chock the wheels, apply the parking brake and support the vehicle before repairs are started.

Instructions

N NOTE: REMOVE THE GROUND WIRE FROM THE BATTERY(IES) GROUND TERMINAL TO PREVENT SHORTING.

1. Remove the transit bar from above the bedroom slideout.
2. Extend the bedroom slideout to the fully out position.
3. Remove the mattress from the bed platform. Raise the bed platform to access the engine cover. The bed support pole is installed to provide access to the storage under the bed. For this repair, you will need to support the bed platform with a 2x4 or metal pole long enough to ensure clearance for the engine access cover. Make sure the support is secure and will not fall during the repair. (Fig. 1)
4. Unlatch the two (2) engine cover latches to open the engine access cover. Support the engine access cover to make the necessary repairs. Make sure the support is secure and will not fall during the repair. (Fig. 2)



Fig. 1

Fig. 2



5. Inside the engine compartment, under the bed, locate the exhaust elbow that is routed into the top of the muffler. (Fig. 3)
6. Place the heat shield over the exhaust pipe elbow where it bends to go into the muffler. (Fig. 4)



Fig. 4

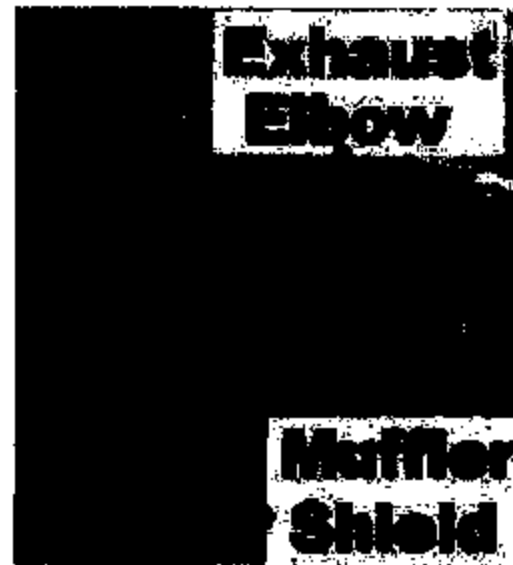


Fig. 3

7. Place the heat shield at the dimensions shown. (Fig. 5)
8. With the use of three (3) self-drilling screws attach the heat shield to the top of the muffler shield. (Fig. 5)
9. From under the coach right behind the drivers side rear wheel, locate the front edge of the muffler shroud. The heat shield should be overlapping the front side of the muffler shroud about one inch (1"). With the use of three (3) self-drilling screws attach the heat shield to the front of the muffler shroud. (Fig. 6)

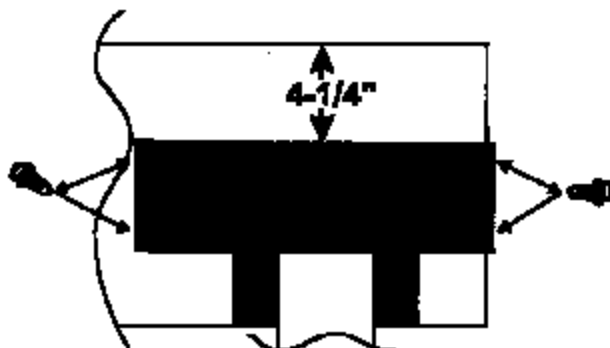


Fig. 5

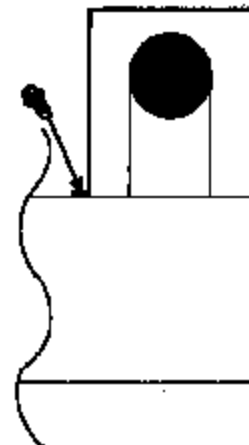


Fig. 6

10. Inspect the wire harness cover for any distortion caused by heat from the exhaust manifold. If no damage is discovered, proceed to step #13.

(N) NOTE: If damaged wire harness cover, and possible wire damage, is discovered, consult with your Jayco customer service representative to complete this repair.

11. If the wire harness cover is damaged, inspect the wires inside the cover for signs of damage. Damaged sections of wiring must be replaced. If the wires are not damaged, continue with the next step.
12. Remove the damaged wire harness cover and replace it with a section of the cover supplied in the parts kit. Use electrical tape to secure the replaced cover to the original wire harness cover.

(N) NOTE: All replacement wiring must have insulation ratings of at least 125° C /176° F. Heat shrink butt splices (or un-insulated butt splices with separately installed heat shrink tube insulation must be used to repair wires ranging in size from 18 to 4 gauge, if the proper crimp tool is used. Damaged wires, 2 gauge or larger, must be completely replaced. Contact Jayco customer service for assistance replacing this larger sized cable.

13. Secure the main wire harness above the heat shield with the four (4) metal cable ties supplied in your parts kit. It is recommended to secure the wire harness where the original white plastic cable ties are positioned and remove the plastic cable ties.

March 2004

IMPORTANT SAFETY RECALL CAMPAIGN ANNOUNCEMENT

Dear Jayco Dealer:

This letter is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

DEFECT INVOLVED

Jayco, Inc. has determined a defect exists on certain 2002 & 2003 model year Avatar & Firenza Class A motor homes. The nature of the defect relates to the possible allowance of heat exposure to the wire harnesses in the engine compartment. Jayco has entered into a voluntary recall campaign.

The remedy includes inspection, re-routing, and replacement of the wire cover and/or wires in the engine compartment. Instructions for this recall campaign are enclosed for your review. If for some reason you are unable to perform this repair, please contact Jayco Customer Service at 1-574-825-0608 for assistance.

DEALER CAMPAIGN RESPONSIBILITY

We strongly suggest that you designate a manager to coordinate the *recall* to ensure the work is performed and documented properly, and that a warranty claim is submitted to *Jayco* to verify the performance of the modification. This responsibility should also include accountability for all stock units affected by the recall campaign.

All unsold new vehicles in your possession that are subject to this campaign must be held and repaired per the service procedure of this recall campaign bulletin before owners take possession of these vehicles.

**Heat Shield Recall
NHTSA #04V-030
January 2004**

Federal law requires that all units in your inventory be repaired prior to delivery to a customer. If you have sold a unit recently that you have received a stock recall notice on, please contact the owner immediately to advise of the recall. You may do this by sending a copy of the retail owner recall notice. In addition, Jayco encourages you to follow up with a telephone call to the customer to assist in scheduling the repairs.

Authorized Jayco dealers are to service all vehicles subject to this campaign at no charge to owners, regardless of mileage, age of vehicle or ownership, from this time forward. Recall campaigns should receive the highest priority in your shop because of the safety factor involved and work must be scheduled promptly regardless of where the vehicle was purchased.

OWNER NOTIFICATION

Retail owners of record will be receiving notification of this campaign within two weeks of this dealer notification letter. A copy of the owner notification letter is attached for your review. When the customer makes the appointment the customer will need to give you the "Recall Claim Form" that they received in their letter. This is the authorization to perform the recall. In addition, this is the "Claim Form" that you must submit to Jayco for payment. The customer must sign the claim form as an indication that the recall was performed. Jayco will no longer accept recall claims via the TRADEROUTE system.

PARTS AVAILABILITY

Parts are available at the time of notification. *All Parts orders must be submitted to Jayco, Inc. on the enclosed order blank. Should you have questions concerning your parts order, please contact Jayco directly @ 800-283-8267.*

FILING A CLAIM

Job Operation Number: See Instruction Sheets

Time: See Instruction Sheets

If you have any questions regarding this recall or instructions, please contact us on your dealer service line.

Thank you for your assistance.

Sincerely,

Jayco, Inc.
After Market Services

Enclosures

March 2004

VEHICLE SAFETY DEFECT SERVICE BULLETIN
NHTSA Recall Campaign # 04V-030

Dear Jayco Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Jayco, Inc. has decided that a defect, which relates to motor vehicle safety, exists in specific model year 2002 & 2003 Jayco Avatar & Firenze Class Motor Homes. According to our records you own one of these vehicles.

Jayco has become aware that in certain circumstances heat exposure to the wire harnesses in the engine compartment may deteriorate the cable insulation and cause electrical shorting. The inspection and repairs should be performed by an authorized service facility.

The labor time necessary to perform this recall campaign is an estimated 1-hour. Please ask your dealer if you wish to know how much additional time may be needed to schedule and process your motor home.

This letter and attached ***"Claim Form"*** will serve as an authorization to have the correction made. ***Please present the claim form to your dealer upon arrival of your service appointment.*** This will assist in making the necessary correction in the shortest possible time and allow the dealer the ability to mail in the form to Jayco to confirm the recall repair has been performed. If you have sold or traded your vehicle, or for any reason cannot have this recall service performed, please let us know by completing the information on the reply page and returning it to us promptly. Federal regulations require that any vehicle lessor receiving this notice must forward a copy of this notice to the lessee within ten days.

If you have paid to remedy the issue addressed in this notice, you may be eligible for a refund. Please provide the paid invoice to an authorized Jayco dealer or directly to Jayco at Jayco Inc. Attn: AMS Recall 903 South Main Street P.O. Box 460 Middlebury, Indiana 46540.

Heat Shield Recall
January 2004

Your Jayco dealer is best equipped to provide service to ensure that your motor home is corrected as promptly as possible. If, however, you take your motor home to your dealer on the agreed service date and the dealer does not remedy this condition on that date or within three (3) days, please contact our Customer Service department toll free at (574)-825-0608

After contacting your Jayco dealer and Jayco customer service, you are not able to have the safety defect remedied without charge and within a reasonable time, you may wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call the toll free Auto Safety Hotline at (888) 327-4236.

We apologize for this inconvenience. However, we have taken this action in the interest of your safety and continued satisfaction with your Jayco Class A Motor Home.

Sincerely,

Jayco, Inc.
After Market Services